

Project Administrator

Diverse Certification Center

GCAP Services, Inc.
3525 Hyland Avenue, Suite 140
Costa Mesa, CA 92626

Dear Candidate,

GCAP Services, Inc. is seeking a Project Administrator to support our corporate office and the Diverse Business Certification Center in **Costa Mesa, California**. This is a **full-time in-office** position that may require candidates to work remotely on occasion. This staff member will assist our Certification team and Local and Small Business Enterprise programs by answering phones, receiving and coordinating review of certification applications, scheduling meetings and workshops, developing spreadsheets, logging certification related activities, and supporting our team's continued success.

The ideal candidate is organized, analytical, creative, and accommodating. We are looking for someone that thrives in a fast-paced work environment and enjoys a front desk role in which you are the first face our staff and visitors see at GCAP. We desire a candidate with excellent customer service, communication, soft skills, and familiarity with utilizing web-based applications and assisting users. Our ideal Project Administrator embraces our company values, enjoys collaborating with and supporting their teammates, can quickly adopt new concepts, and is capable of delivering optimal solutions to our clients.

Our Values



Qualifications

- 🏆 High School Diploma required; Associate's or Bachelor's degree preferred
- 🏆 3+ years of experience in data collection and administrative support, outreach and event coordination, scheduling, information management, business intelligence, data mining, analysis and reporting

Responsibilities

- 🏆 Reviews applicant submittals for compliance with M/WBE certification requirements
- 🏆 Works closely with applicants and certification team to assist clients, identify needs, and provide solutions
- 🏆 Continuously collects, maintains, and organizes certification data in reports, spreadsheets, and databases for analytical reporting
- 🏆 Reviews status reports to collect and calculate certification metrics on a weekly and monthly basis
- 🏆 Develops monthly and quarterly summary reports on certification application status
- 🏆 Assists in coordination and planning of Certification team activities such as workshops, webinars, trainings, outreach events, and more
- 🏆 Collaborates with Certification team to define goals and develop sustainable best fit solutions
- 🏆 Supports office administration by answering phones, filing documents, completing supply orders, and performing other related tasks

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Skill Set & Personality

- 🏆 Analytical and critical thinker that can gather, document, and analyze certification data
- 🏆 Excellent communicator and collaborator with a desire to assist clients, provide solutions, and be part of a unified team
- 🏆 Ability to synthesize complex information and present it in an easily understandable way
- 🏆 Passionate and logical people person that enjoys planning and facilitating outreach and training events and conducting follow-up activities for participants
- 🏆 Flexible, detail oriented, and adaptive learner with organizational skills and ability to work with large amounts of sensitive personal data
- 🏆 Effective verbal and written communicator that understands the value of good customer service and internal collaboration with Certification team and office staff
- 🏆 Technically skilled individual with proficiency in Microsoft Excel, Word and PowerPoint and knowledgeable with web-based applications that include Microsoft Teams, Constant Contact, WebEx, GoToMeeting, and other similar web-based applications and systems.

Benefits

GCAP values our employees and what they do for our success as an organization. We invest in our workforce, treat our employees with respect, and take pride in being an ethical and responsible employer. Therefore, GCAP offers the following benefits:

- 🏆 Medical, dental, and vision benefits—we cover 75% of employees' monthly medical premiums and 50% of employee deductibles
- 🏆 21 PTO days per year for junior employees and the opportunity to earn 31 days per year after accumulating key employment milestones are achieved
- 🏆 401k matching and profit sharing
- 🏆 Tuition assistance and certification allowance
- 🏆 Opportunities to attend trade conferences and participate in internal trainings
- 🏆 Participation in quarterly all-hands meetings, holiday parties, and celebratory events
- 🏆 Access to GCAP's in-office beverages and snack bar!



For more information about our company, visit our [website](#). Interested candidates please email your resume to smathews@gcapservices.com.